

Milestones Trust

121 Watleys End Road

## Inspection report

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26 January 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

121 Watleys End Road is a care home providing personal and nursing care to up to 14 people with a learning and physical disability. There were 12 people living at the home at the time of our inspection. The home is purpose built and can accommodate people with physical disabilities.

We found the following examples of good practice.

Visitors were greeted at the entrance to the home and staff took their temperature and ensured they were wearing the correct Personal Protective Equipment (PPE). Visitors had to leave their contact details as part of a track and trace and complete a health declaration and show a negative lateral flow test.

Vaccination status was checked for all contractors and health and social care professionals in line with legislation that had come into effect in November 2021.

Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe. At the time of the inspection the home had an outbreak of COVID-19. The home was closed to all non-essential visitors.

The deputy manager told us they were contacting relatives in respect of being an essential care giver, which meant they could continue to visit during an outbreak to provide emotional support to their loved ones. They were aware of the government guidance and the rights of people to keep in contact with family and friends.

People were supported to keep in contact with family and friends via the telephone, video calling and visits to the home in line with government guidance. Some relatives preferred to visit in the garden gazebo to reduce risks to themselves and others during the pandemic.

The home was clean and free from odour. Housekeeping staff were seen cleaning all areas of the home. High touch point cleaning was done throughout the day by care staff. Some of the cleaning schedules had not been signed as completed, noticeably when the housekeeper was not working.

The provider and registered manager had ensured that staff had up to date information to keep people and staff safe. Staff demonstrated a good understanding of the guidance to minimise risks in respect of the pandemic and had worked with the local authority and UK Health & Security agency (Public Health England).

Advice from PHE had been sought to support people to go out in the home's vehicle to reduce isolation and improve their mental wellbeing even though the home was closed. One person told us they had been out in the van for a short drive in the morning before our visit. Staff said it was important for people to be able to access the garden or go out in the home's vehicle. Risk assessments were in place to enable people and staff to do this safely without putting people at risk.

All staff had received additional infection prevention and control training, which included the correct way for staff to put on and take off personal protection equipment. There was enough PPE and areas for safe disposal of these items.

There were clear policies, procedures, quality assurance checks and contingency plans in place in respect of managing the pandemic and keeping people and staff safe. The registered manager regularly checks on infection control practices to ensure people were kept safe.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# 121 Watleys End Road

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 26 January 2022 and was announced. We gave the service 24-hour notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. Minimum staffing levels had been maintained to ensure people were safe and their needs were being met.

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.